

# Focused Review Protocol

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Focused reviews occur when there are any of the following:

- On-going concerns about systemic service issues within a provider
- Extreme events have occurred that are suspicious in nature
- Multiple allegations or complaints about ethical behavior, policy non-compliance, etc. or anytime directed by DBHS administration

## PROTOCOL

- ☐ Identify issues and corresponding regulatory requirements (provider manual, policies, regulation etc.)- **Region and CO**
- ☐ Develop focused tool (Consider ease of data compilation. Typically a lichert scale rating of issue plus room for narrative information)- **Region and CO**
- ☐ Schedule Review internally - **Region and CO**
  - 24 hour notice to provider via letter (email)
  - Coordinate involved staff schedules
  - Schedule any applicable training
  - Determine timelines for review
- ☐ Complete Review- **Region**
  - Request any applicable documentation necessary for specific review
  - Schedule and perform applicable interviews and service/s observation
  - Contact applicable service provider personnel for clarification or additional information as necessary.
  - Complete focused tool during review process.
- ☐ Compile Data – **Region**
  - Combine data from all survey tools into spreadsheet / report
  - Submit data / report to CO
- ☐ Analyze Data – **Region and CO**
  - Determine recommendations and / or corrective actions
  - Summarize findings
  - Develop final report and issue correspondence as necessary